



LUFTHANSA GROUP

LH Group @ EASA Safety Week

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Entering **New Normal** after 2 years of unprecedented crisis



The world
travels again

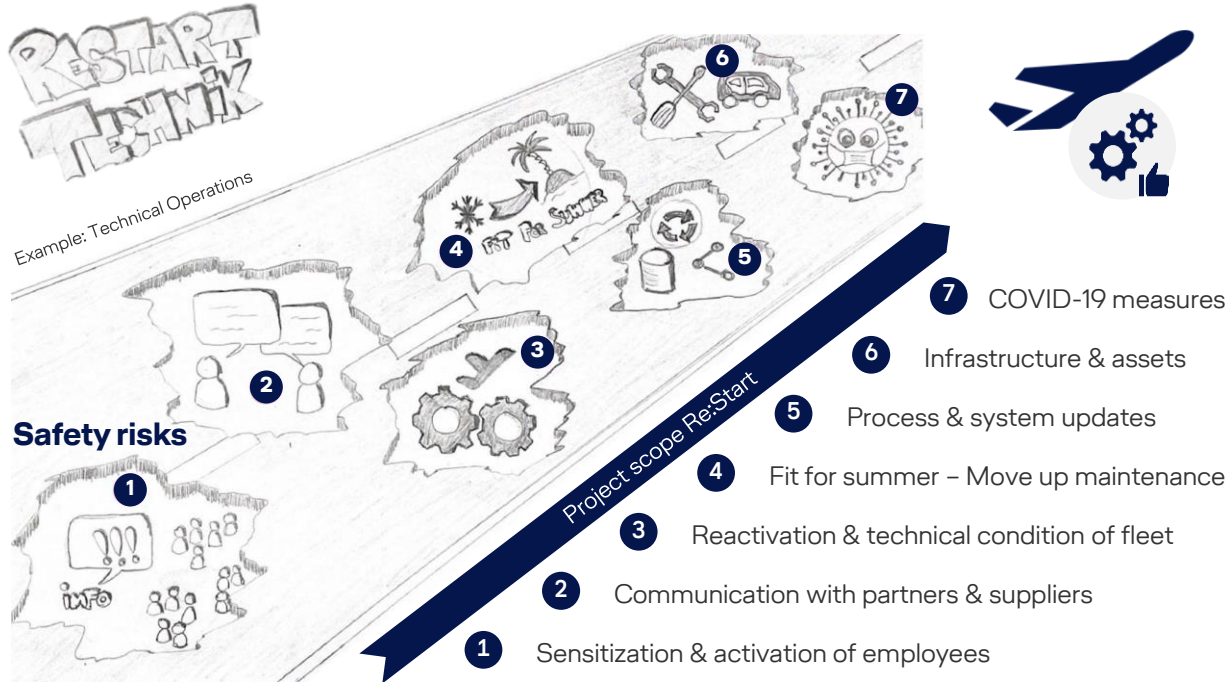


Volatility =
new normal



Next challenges
geopolitical conflicts,
ops performance,
system partner & supply
chain shortages, ...

Comprehensive **Re:Start projects** delivered on bumpy runway



Safety challenges

- No safety data without Ops, **new safety “sensors”** needed (rumors, chat wall, F2F)
- **Full re-build** technical, operational & personal requirements
- **HF beyond work** (job fear, social distancing, home office, perception of aviation)
- **Forecast 2 weeks** vs. process lead times > 3 months

Lessons Learnt in coping with uncertainty and crisis management

Crisis
Response
Principles

Flexibility



Safety & flexibility are no conflict.

Frequent change of forecast
and revision of actions.



Upgrade industry frameworks
to secure learnings.

Remote audits, digital vs. onsite,
delegation – global standards, ...

Management of Change



Time is a factor.

Secure operating space
for issues ahead.

Be bold and unconventional.

Action Plan



Set business priorities consciously.

Conduct contingency planning
based on various scenarios.



Early communication is key.



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Thank you!



Welcome!



Arnold Hoessler

- Senior Director Quality & Standards Technical Fleet Management LH Group
- Program Lead OneCAMO spearheading regulatory development with EASA/A4E and implementation across LH Group
- 25+ years experience in aviation sector in various leadership and technical functions in airline, CAMO, MRO/145
- Graduate Engineer in mechanical engineering and aviation enthusiast